



**STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
COLLECTION SERVICE BOARD
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243
615-741-1741 (FAX) 615-253-1179**

**COLLECTION SERVICE BOARD
MEETING TO BE HELD AT
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM
MEETING AGENDA
September 14, 2010
PLEASE SILENCE ALL ELECTRONIC DEVICES**

9:30 Call To Order – Bart Howard, Chairman

- Roll Call – Donna Hancock, Director
- Announcements

9:40 Agenda – Review / Adopt

(Tab 1) Minutes of July 13, 2010 – Review / Adopt

9:50 Administrative Report –Donna Hancock, Director

- **Tab (2)** Complaint Status Report
- **Tab (3)** XALZ, Inc. (commercial debt collecting question)
- **Tab (4)** Attorney Canniziro (commercial debt collecting question)
- **Tab (5)** Excel Mortgage Servicing (organization restructuring)
- **Tab (6)** Hospital Physicians Partners (billing services)
- **Tab (7)** Department Legislation Discussion
- **Tab (8)** 2011 Meeting Schedule

10:30 Collection Location Applications Review: Determine Eligibility –

- **Tab (9)** PMI Mortgage Services Company
- **Tab (10)** Accounts Recovery Bureau, Inc (tabled from previous meeting)

10:45 Location Manager Application Review: Determine Eligibility –

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| ○ <u>Tabled from Previous Meeting</u> | ○ Tab (15) Guzman, Cesar |
| ○ Tab (11) Archer, Stacey Danielle | ○ Tab (16) Minard, Alan |
| ○ <u>Requests for Reconsideration</u> | ○ Tab (17) O'Meara, Michael Shannon |
| ○ Tab (12) Costa, Jon David | ○ Tab (18) Tubbs, Toni Michelle |
| ○ Tab (13) Osorio, Alfredo Morales | ○ Tab (19) Vericker, Devon |
| ○ <u>New Applications</u> | |
| ○ Tab (14) Demos, Gus D. | |

11:30 Legal Report (Handout) – Terrance Bond, Assistant General Counsel

- Handout

1:00 New Business or Unfinished Business

1:15 Adjourn

Notice: Commission / Board meetings will be conducted by permitting participation of the Commission / Board members by electronic means of communication, if necessary. Any member participation by electronic means shall be audible to the public at the location specified above. Some meetings may be cancelled 30 days prior to the actual meeting. Before planning to attend a meeting, please be certain the meeting is being held as originally scheduled. Unless otherwise noted, all times listed are scheduled at U.S. Central time.